Student Clinics Procedure

Section 1 - Summary

(1) This Procedure outlines the clinical governance of systems and processes in Victoria University's (VU) Student Clinics and supports the Student Clinics Policy. It provides information and associated documentation to guide specific situations, including the safety of students, staff and client-care in VU Clinics.

Section 2 - Accountability

Accountable/Responsible Officer	Role
Accountable Officer	Executive Dean, College of Sport, Health and Engineering
Responsible Officer	Chair of Internal Clinic Working Group (ICWG) and Executive Director, College of Health, Early Childhood Education and Community Services (TAFE)

Section 3 - Scope

(2) This Procedure applies to:

a. All VU Clinics;
b. All healthcare staff, professional staff, students, supervisors, academic staff and volunteers in their activities at, with or on behalf of the Clinics; and
c. All client-care, educational, and management activities performed at, with or on behalf of the Clinics.

Section 4 - Policy/Regulation

(3) Student Clinics Policy

Section 5 - Procedures

Part A - Summary of Roles and Responsibilities

Roles	Responsibilities
Chair of Internal Clinic Working Group (ICWG) Executive Director, College of Health, Early Childhood Education and Community Services	Providing a safe and healthy environment for all students, staff and others during their participation in activities with VU; Implementing effective risk management systems that are relevant and suitable for VU's scope of business; Promoting workplace health and safety at all times and continuously improving the performance of health and safety; Encouraging active participation, cooperation and consultation with all students, staff and others in the promotion and development of measures to improve health and safety; Actively responding to and recording, investigating all incidents in relation to VU Clinics; Maintaining relevant policies, procedures, training, codes of conduct and systems to support and communicate effective health and safety practices with VU Clinics; Routinely conducting checks of the work environment to assess risks, identify hazards and identify areas for improvement; Taking the immediate response to reduce the risk of workplace hazards; Providing appropriate induction, training, information and updates to staff regularly about workplace health and safety.
Head of Program Clinical Services Head of Program Sport and Movement Sciences Executive Director, College of Health, Early Childhood Education and Community Services	In agreeing to host a student for work placement: Provide a safe working environment for the students and staff operating in the clinic; Provide an induction into the workplace and discuss work conditions; Create a job description for the student; Ensure the student is provided with adequate guidance from a qualified Clinic Supervisor and the student is afforded the time and opportunity to complete tasks relevant to their course requirements and to demonstrate the skills throughout the work placement; Comply, understand and address insurance implications and requirements.
Clinic Staff	Work safely and take all reasonable care for their health and safety and consider the health and safety of others; Identify and mitigate potential occupational health and safety hazards in their work environment as outlined in the Health and Safety Policy.
Student	Work safely in line with VU's policies and procedures, following the direction of Clinic staff; Undertake tasks under supervision at all times ensuring these are within their abilities and training, and notify a Clinic Supervisor if functions are outside their skill/knowledge level or if they are having any issues; Record hours worked in their logbook and have them verified by their Clinic Supervisor; Inform the Clinic Supervisor if they will be absent due to illness, compassionate or unforeseen circumstances; Negotiate any changes to placement arrangements in advance.
Clinic Supervisors	Ensure students: have an understanding of roles and responsibilities within the organisation; operate within the agreed parameters of confidentiality in line with scope of practice, and where relevant, registration body; operate within the parameters of the course scope and philosophy, and use treatment and techniques that are in line with the course curriculum and current best practice; develop appropriate working relationships with their supervisors.
Executive Dean, College of Sport, Health and Engineering	Chair of Clinical Governance Committee.
Contract Manager, Finance	Request copied of Insurance Certificates of Currency from the other contracting party, and determine whether the insurance is adequate in circumstances. Ensure there is Evidence of its insurance and of any renewal of its certificate and keep informed of any changed to insurance levels or insurance provider.

Part B - Clinics and Placements

VU Clinics

(4) VU Clinics are internal University clinics (Clinical Exercise and Rehabilitation, Dermal Sciences, Osteopathy,

Psychology, and Remedial Massage) with supervised interface with the public included in the course. There are two broad types:

a. Accredited course-led framework: Students are required to complete part of their course in such clinics to meet the requirements of their coursework program.
b. Non-accredited course-led framework: Clinic hours are not an external mandated requirement for course completion. They represent clinical training required to meet self-accreditation requirements and cognisant of Australian Qualifications Framework requirements.

Eligibility of students to complete placements

(5) Placement is a compulsory requirement for many Higher Education and TAFE courses. Students in these courses are required to complete mandatory placements to achieve their qualifications. VU Clinics are an avenue for students to fulfil these requirements.

(6) While undertaking a placement, students are required to complete the relevant units of coursework, pre-clinic mandatory document checks that are compulsory before commencing in the clinic and have an opportunity to:

a. Gain experience in a real work environment;
b. Complete practical tasks pertinent to their future professional and/or workplace role;
c. Understand professional and/or workplace expectations and practices;
d. Learn from experienced staff completing professional and/or workplace tasks;
e. Develop an understanding of workplace policies and procedures; and
f. With external placements, build networks that may assist with future job opportunities.

Part C - Managing Risk and Incidents at VU Clinics

(7) The key activities and strategies for risk management in client and community participation include:

Key Activities and Strategies	Description
a. Clinic's risk management system	The clinical strategic risk register developed in consultation with the Clinical Governance Committee. Clinical supervision. Quality and safety of clinical services for client-care set out in the National Safety and Quality Health Service Standards. Feedback on VU incident reporting for risk and near-misses. An Infection Control Manual, including protocols and processes for infection prevention and control that are appropriate for their specific situation of client care by the Australian Safety and Quality Framework for Health Care. VU (individual) Clinics policies and procedures. Risk management and improvement strategies integrated within improvement and performance monitoring functions.
b. Clinical Governance Committee's purpose	To oversee and govern the delivery of safe, effective and efficient Clinics run by VU.

Key Activities and Strategies	Description
c. Clinical Governance Committee's role and operation	The Clinical Governance Committee's operation includes to: Review and monitor the activity of the clinics to ensure that the services of each clinic are compliant with: - all applicable legislation; - the professional standards established by the relevant professional body, including registration standards, guidelines and codes of ethics; and - the VU Student Clinics Policy and Procedure. Encourage continuous improvement of clinic operations and obtain assurance that systems are in place to deliver improvements. Quarterly reports on the operations of all clinics from the internal student health clinics committee to the Clinical Governance Committee. The Clinical Governance Committee will report to the Learning and Teaching Quality Committee on governance-related matters and will meet quarterly per the calendar year.
d. Processes and systems	Selection, recruitment and employment processes. Clinical placement and Staff orientation and induction. Ensure pre-employment checks are undertaken in accordance with the Recruitment and Selection Procedure (e.g. Working with Children's Check, Police Check). Refer to individual clinics and training and delivery requirements. The scope of clinical practice referred to by a regulatory body. Professional development and standards. Yearly performance review for all clinic supervisors (including sessional staff). Mandatory training for clinical & non-clinical staff (e.g. Emergency Management, Health, Safety and Wellbeing awareness, Workplace Discrimination and Harassment, Bullying Prevention and Management training, Risk-based skills development and capabilities). In accordance with the University's Work Integrated Learning - Practical Placement Procedure (VET) and Work Integrated Learning Procedure (HE). The Student Clinics Policy is monitored and regularly reviewed to ensure that it is useful and continues to support organisational performance.
e. Critical incident process	Client assessment processes and procedures. A clinical risk register. Staff training to respond to critical incidents. Emergency procedures and processes. Evacuation procedures. In accordance with the University's Critical Incident, Emergency Planning and Business Continuity Policy and Procedure. Report, as soon as practicable, any incidents (including near misses) via QuickSafe: - If the matter relates to an emergency incident, follow the Critical Incident, Emergency Planning and Business Continuity Procedure. - If the matter relates to a security or serious behavioural incident, follow the Safety and Security Incident Reporting Procedure. - If the matter is not being adequately addressed or responded to in a reasonable time frame, follow the Health and Safety - Issue Resolution Procedure.

Part D - Governance and Accountability at VU Clinics

Clinical Accountability

(8) The key activities and strategies for clinical accountability (including monitoring and supervision of students, monitoring of clinic and staff performance and recruitment) that support client participation include:

Key Activities and Strategies	Description
a. Relevant legislation, framework, and standards, internal documents	Framework and Standards including: - Clinical Governance Standard (Cth) - National Model Clinical Governance Framework - Australian Safety and Quality Framework for Health Care Legislation including: - Privacy & Data Protection Act 2014 - Health Records Act (Vic) 2001 Internal documents: -Position descriptions for staff (clinic supervisor). -Code of Conduct and Code of Practice documents. -Terms of Reference for Clinical Governance Committee. -Processes for the supervision of students in VU Clinics. -Processes for performance management of staff and students. -Referral & assessment processes. -Guidelines and internal procedures which are relevant to the particular clinic and discipline.
b. Clinical Supervisors Qualifications	Individual clinics will have a checklist and develop qualifications criteria under this Procedure relevant to their particular clinic and discipline based on Clinical Supervisor Qualifications.
c. Pre-Employment checks and accreditation with industry associations	Clinics conduct recruitment and employment checks in accordance with discipline requirements. Guidance document for employment screening. Annual registration check processes and procedures. In accordance with the University's Recruitment and Selection Policy and Work Integrated Learning - Practical Placement Procedure (VET), Work Integrated Learning Procedure (HE) and Courses Lifecycle - Professional Accreditation and Industry Recognition Procedure.
d. Implementation and ongoing monitoring of policies, procedures, processes	Quarterly meetings of the Clinical Governance Committee. Meeting schedule on review processes. Internal audit plans and action items. Implementation Plan for the continuous improvement of policies, procedures and processes.

Part E - Workforce Planning and Development at VU Clinics

(9) The key activities and strategies for workforce development (including qualifications, professional development and accreditation for a clinical supervisor with professional associations) include:

Key Activities and Strategies	Description
a. Accreditation requirements for Clinic Supervisors	Register for qualifications (sighted and recorded). Evidence requirements for required skills and experience to deliver services. Position Descriptions/Job Descriptions for Clinic Supervisor. Register for training logs and records. Current industry experience in clinical supervision.
b. Staff induction	Orientation guideline. Student Clinics Policy and Procedure. Position Descriptions. Supervision arrangements. Participation in mandatory training. In accordance with the University's Professional Development and Performance Planning Policy.
c. Professional development process	VU policy and procedures for professional development. Line management structure. Staff performance and development.

Key Activities and Strategies	Description
d. Safety, quality and risk guidelines and policies	Audit, review of policies, procedures, processes. Orientation for staff and students Feedback to improve policies, processes, procedures. Access to policies, guidelines for staff and students. In accordance with the University's Risk Management Policy.

Part F - Performance Standards at VU Clinics

Clinic Performance Standards

(10) The key activities and strategies for clinical performance standards in client participation include:

Key Activities and Strategies	Description
a. Information is available about the clinical performance standards	Clients are provided with information about their rights and responsibilities. Client information brochure includes information on services. Clinics are consulted and provide relevant information for each discipline.
b. Clinical performance standards environment	Clinics operate in an environment that is welcoming, friendly and personalised. Clients may have a family member or significant other present during their decision-making, care and treatment.

Part G - Client Satisfaction, Complaints and Care at VU Clinics

Client Satisfaction Standards

(11) The key activities and strategies for capturing client satisfaction standards and community participation include:

Key Activities and Strategies	Description
a. Client Satisfaction surveys: Systems and processes are in place to ensure clients, carers and other agencies are involved, consulted and able to provide feedback in planning and improving service delivery	Complaints and feedback guideline. Communication conveyed in a client-friendly way. Client feedback data is collected from the clinics to improve service delivery via satisfaction feedback, "client survey".
b. Complaints management process: Clients are informed about consent, confidentiality, potential risks, and how VU uses information; collects, and processes information relating to professional staff, healthcare staff, students, supervisors, academic staff and volunteers	Privacy Policy Student provided with consent guidelines. Staff and students are aware of and follow the Australian Charter of Health Care Rights. Clinic information & expectations provided to clients at initial contact. In accordance with the University's Privacy Policy moreover, Health Complaints Act 2016 (Vic).
c. Client-centred Care: A collaborative and evidence-based approach to service delivery that actively involves clients, their family/carers/support people and service providers	Care and treatment options include client's values and cultural context.

Part H - Student Learning and Practical Placement at VU Clinics

Student Learning, Development and Support

(12) The key activities and strategies for student learning, development and support include:

Key Activities and Strategies	Description
a. Assessment planning and placement	All students will rotate through the assessment, planning and treatment environments program schedule in the timetable during their placements.
b. Experiential Learning and Reflective Practice	Clinical supervision which supports the work of students. Consultations may be live-streamed or recorded for assessment and to promote better teaching and learning (with student and patient client consent). Students follow the existing VU policy and procedures of their discipline for all academic matters. Students follow the Student Clinics Policy and Procedure for issues related to their work experience within the clinic.

Section 6 - HESF/ASQA/ESOS Alignment

(13) Higher Education Standards Framework: Standards 1.3 Orientation and Progression; 1.4 Learning Outcomes and Assessment; 2.1 Facilities and Infrastructure; 2.3 Wellbeing and Safety; 2.4 Student Grievance and Complaints; 3.1 Course Design, 5.3 Monitoring, Review and Improvement, 5.4 Delivery with other parties.

(14) Outcome Standards for NVR Registered Training Organisations 2025: Standard 1.1, 1.2 Training; 2.5 Diversity and Inclusion; 4.3 Risk Management.

(15) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code): Standard 10 Complaints and Appeals.

Section 7 - Definitions

(16) Adequate Guidance: Refers to guiding staff and student expectations that will assist in achieving integrated student-led health services to provide students with support on operating premises out of Victoria University.

(17) Clinics: All clinics operated by or on behalf of Victoria University in any health, allied health, or social assistance field or fields, which provide clinical services as an opportunity for students enrolled in clinic-related courses at VU to undertake high-quality clinical experience in-house. Clinics include Clinical Exercise and Rehabilitation (VUCER), Dermal, Remedial Massage, Osteopathy, and Psychology (excluding beauty services).

(18) Clinical Accountability: Refers to accountability or responsibility of healthcare staff at different levels within the VU Clinic.

(19) Clinic Client: Refers to a person who attends VU Clinics for the purpose of client consultation.

(20) Risk Management: Refers to the development of good practice to remove or reduce the occurrence of serious or adverse incidents, management of "risk" to reduce the clinical and non-clinical risks linked to the services provided.

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